

What is claimed is:

1 1. An inquiry processing apparatus for providing web pages to
2 a browser terminal via a network, the web pages including an
3 inquiry page for entering an inquiry and content pages other
4 than the inquiry page, comprising:

5 a recording unit operable to record therein a history of
6 the provision of content pages to the browser terminal;

7 a receiving unit operable to receive an inquiry entered
8 into the inquiry page via the browser terminal;

9 a judging unit operable to judge, when the inquiry is
10 received, whether a predetermined content page has been provided
11 to the browser terminal, based on the history; and

12 a providing unit operable to provide the received inquiry
13 and a result of the judgment to a responder for responding to
14 the inquiry.

1 2. The inquiry processing apparatus according to Claim 1, further
2 comprising

3 a checking unit operable to check, each time a content
4 page is provided to the browser terminal, whether the content
5 page is the predetermined content page, wherein

6 the recording unit records a result of the checking as
7 the history.

1 3. An inquiry processing method for use by an electronic catalog
2 presenting apparatus that provides web pages to a browser
3 terminal via a network, the web pages including an inquiry page

4 for entering an inquiry and content pages other than the inquiry
5 page, comprising:
6 a recording step of recording therein a history of the
7 provision of content pages to the browser terminal;
8 a receiving step of receiving an inquiry entered into the
9 inquiry page via the browser terminal;
10 a judging step of judging, when the inquiry is received,
11 whether a predetermined content page has been provided to the
12 browser terminal, based on the history; and
13 a providing step of providing the received inquiry and
14 a result of the judgment to a responder for responding to the
15 inquiry.

1 4. An inquiry processing program for use by a computer that
2 provides web pages to a browser terminal via a network, the web
3 pages including an inquiry page for entering an inquiry and
4 content pages other than the inquiry page, comprising:
5 a recording step of recording therein a history of the
6 provision of content pages to the browser terminal;
7 a receiving step of receiving an inquiry entered into the
8 inquiry page via the browser terminal;
9 a judging step of judging, when the inquiry is received,
10 whether a predetermined content page has been provided to the
11 browser terminal, based on the history; and
12 a providing step of providing the received inquiry and
13 a result of the judgment to a responder for responding to the
14 inquiry.